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00-31

USWEST

Kenneth T. Cartmell
Executive Director - Federal Regulatory

April 3, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW, Room 7-C155
Washington, DC 20554

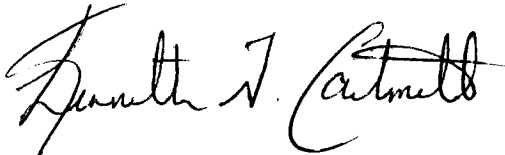
RE: CFR 46, Section 63.100
Final Service Disruption Report, Salida, CO
SALDCOMADS0

Dear Mr. Hatfield:

On March 2, 2000, U S WEST Communications (USWC) experienced a Service outage in Salida, Colorado. In accordance with the reporting rules, enclosed is USWC's Final Service Disruption Report for this outage.

Please contact me if you have questions concerning this report.

Sincerely,



Attachments

cc: Mr. Robert Kimball
Mr. Stagg Newman

Final Service Disruption Report

Reporting Company: U S WEST

Location of Disruption: Salida, Colorado SALDCOMADS0

1. Date and Time of Incident:

March 2, 2000 at 1131 MST.

2. Geographic Area Affected:

The U S WEST communities of Buena Vista, Calhan, Cripple Creek, Fairplay, Green Mountain Falls, Leadville, Limon, Peyton, Salida, and Woodland Park were affected.

3. Estimated Number of Customers Affected:

Approximately 37,300 U S WEST customers were affected by the outage.

4A. Types of Services Affected:

InterLATA, IntraLATA-Interoffice, toll, 911, and Operator Services were affected.

4B. 911 Service Affected:

The Public Safety Answering Points (PSAPs) were isolated from the 911 tandem. Calhan has automatic reroute capability, which was immediately activated. Local 7 digit reroutes were performed for Buena Vista, Leadville and Salida by 1430 MST. The remaining communities did not have reroute capability.

5. Duration of Outage:

Service was restored at 1711 MST in all communities except Calhan. Calhan was restored at 2048 MST, for a total duration of 9 hours 16 minutes.

- 6. Estimated Number of Blocked Calls:

There were approximately 68,800 blocked calls.

7A. Root Cause of the Incident:

This is a radio circuit. The root cause of the incident was a broken weld in the waveguide.

High winds in the area were considered to be a contributory factor in generating stress at the tower site.

7B. Name and Type of Equipment:

Waveguide radio equipment.

7C. Specific Part of Network Affected:

Interoffice facility.

8. Method(s) Used to Restore Service:

The broken waveguide was temporarily patched; a replacement part was subsequently located and installed March 3, 2000.

9. Steps Taken to Prevent Recurrence of Outage:

The following steps have been or will be taken to prevent recurrence of the outage:

- ◆ The health of the network is continuously monitored by the Network Reliability Operations Centers. When an outage caused by an equipment failure of this type is identified, personnel and resources are immediately dispatched to solve the problem.

10A. Applicable Best Practice(s):

U S WEST reviewed Network Reliability: A Report to the Nation, June 1993 and evaluated all recommendations and best practices by focus area. Based on the root cause analysis, the most appropriate focus areas are:

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

Section F – E911 Systems

Reference 6.1.1 Diverse Routing of Interoffice Facilities

Reference 6.4 Network Management Center

10B. Best Practice(s) Used:

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

Section F – E911 Systems

Reference 6.1.1 Diverse Routing of Interoffice Facilities

Reference 6.4 Network Management Center

10C. Analysis of Effectiveness of Best Practice(s):

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

While this recommendation is specific to Signaling Networks, U S WEST currently requires a root cause analysis on all significant network failures.

Section F – E911 Systems

Reference 6.1.1 Diverse Routing of Interoffice Facilities

This recommendation describes the optimum configuration of two diverse routes for E911.

U S WEST network traffic for E911 trunk groups is monitored in the two regional Network Management Centers. U S WEST also has two Regional Network Reliability Operations Centers with responsibility for monitoring the health of the network.

The offices impacted by the outage are remote, served only by the radio link, and do not currently have diverse routes available.

Contact Person:

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MAR-02-2000 15:00

US WEST DNUR NMC

303 707 2229 P.01/01

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FCC INITIAL REPORT
U S WEST - Large Scale Abnormal Condition Report (LSACR)
Service Disruption Report

[] 120 MINUTE REPORT [X] 3 DAY REPORT

ACR #: CO.000302.004Date Of Incident: 03/02/00 Time Of Incident: 11:31 MDTGeographic Area Directly Affected: Salida, Buena Vista, Leadville, Fairplay
(Cities, LATA(s), States(s))CLLI code(s) for affected area: SALDCOMADSOEstimated Number of Customers Affected: 37,309
(i.e. Access lines in the switch, LATA(s) or States(s))Types of Services Affected (e.g. Local, Toll, 800, 911, FAA, etc.): Toll, 911Duration of Outage (Hours & Minutes): OngoingEstimated Number of Blocked Calls: under investigationApparent Cause of Incident: hackedMethod Used to Restore Service: under investigationSteps Taken to Prevent Recurrence: under investigation

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-or-
Dave Rygh
Director - Network Management Center
Ph: 303-707-5608
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700 W. Mineral, Littleton, CO 80120

Date Reported to FCC: 03/02/00Person Reported: Sandra GreeneTelephone Number: 303-707-8312Time Reported to FCC: 13:50

(Include AM/PM, Time Zone)

Time Confirmed with FCC: _____

FCC Contact Name: _____

PRI FAX Monitoring Watch Officer (202) 418-2812-Confirm at (202) 632-6975
Secor
(To be confirmed only at the direction of the Primary Fax Monitoring Watch Officer)
Also FAX U S WEST Federal Relations Office at (202) 296-5157
Also FAX Karen Eccli/Jane Quigley (303) 707-2229
Also FAX Linda Weibel (206) 345-2129
Also FAX Bev Sharpe (303) 694-1719